



Medco By Mail: FREQUENTLY ASKED QUESTIONS

What is Medco By Mail?

Medco By Mail is a mail order prescription drug company. Effective January 1, 2009, Medco Health Solutions (Medco®) is AvMed's new mail order prescription drug pharmacy for members of AvMed Health Plans. **This program replaces the Walgreens Mail Order program that was offered to AvMed members in 2008.**

What happened to the refills I had on file through AvMed when I was using Walgreen's Mail Order?

The refills you had on file with Walgreens were automatically transferred to **Medco By Mail**. You do not have to see your doctor for another prescription. However, prescriptions for controlled substances and compounded medications did not transfer. If you need these medications, **you can continue to get 30-day refills at Walgreens retail stores.** Or call your doctor and ask for a new prescription to send to **Medco By Mail**. If you need help with this transition, call AvMed Member Services at 1-800-682-8633.

GETTING STARTED WITH Medco By Mail

How do I start using Medco By Mail?

To get started, just fill out one of the mail-order forms that came with the welcome packet you received from Medco By Mail. If you need more forms, please call AvMed's Member Services to request them. The forms are also available, for printing, online at www.medco.com. Once you've filled out the form, attach your prescription and mail both to the address on the form. Otherwise, you can ask your doctor to call 1-888-327-9791 for faxing instructions. Only doctors may fax prescriptions.

- **Please note:** When registering at www.medco.com, use only the first 9 digits of the AvMed ID number listed on your membership card. This gives you access to pharmacy information for everyone on your AvMed membership.

How do I order refills?

You can refill your prescriptions, or get a new prescription when you're out of refills, through these three convenient ordering options:

- Phone: Call **Medco's** automated refill system at **1-800-4REFILL (1-800-473-3455)**.
- Online: Once you register with medco.com, just log in and choose the prescription that you'd like to refill. You can also use medco.com to track your prescriptions. (The Medco site also has useful health information.)
- Mail: Just fill out and send a mail-order form that you received with your **Medco By Mail** welcome packet.

What happens if I have no refills left on my prescription?

You can call Medco and they will contact your doctor to request a new prescription. This service works the same way online. If you see zero refills remaining, you can click on the “Order Now” button and the Medco system will generate an automated fax to the doctor for a new prescription.

How soon will I receive my order?

Your first **Medco By Mail** order will usually be delivered within 8 days after Medco receives your prescription from your doctor. Refills generally arrive 3 to 5 days after your request is received.

How will my prescription order be sent to me?

Your order will arrive by U.S. Postal Service in a “tamper-evident” package that makes it easy for you to see if it has been damaged or tampered with during delivery. In order to protect your confidentiality and reduce the possibility of theft, the mailing label does not display the name “Medco” or indicate that the package contains medications. Instead, the mailing label will read “MHS Services.”

PAYMENT INFORMATION

How do I pay for my prescriptions?

You may pay for your prescriptions by check, eCheck, money order or major credit card. For security reasons, any credit card or payment information you had on file with Walgreens did not transfer to **Medco By Mail**.

OTHER QUESTIONS

- If you have questions about **Medco By Mail**, call Medco 1-866-544-6826. If you're a Medco TTY or TDD line user, please call 1-800-759-1089. These services are available 24 hours a day, 7 days a week.
- **If you have questions about your prescription drug benefit, please call AvMed Member Services at 1-800-682-8633.** If you're TTY or TDD line user, please call 1-877-442-8633 (in Miami 305-671-4948). These services are available 24 hours a day, 7 days a week.